

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : UNKNOWN) Group Art Unit
Serial No. : UNKNOWN)
Filed : 14 August 2000)
For : METHOD AND SYSTEMS FOR)
WIRELESS COMMUNICATIONS FOR)
A FIELD SERVICE SYSTEM)
Examiner : UNKNOWN)



PETITION UNDER 37 CFR 1.84(b) TO SUBMIT
BLACK AND WHITE PHOTO DRAWINGS

Assistant Commissioner for Patents
Washington, D.C. 20231
ATT: OFFICIAL DRAFTSMAN

Dear Sir:

Applicant hereby petitions under 37 CFR 1.84(b) to accept the three sets of black and white photos of Figures 2, 3, 4, 5, 6, 7, 7A, 7B, 8, 8A and 8B as formal drawings for the above-identified case.

Please charge the Petition fee of \$130 setforth in 37 CFR 1.17(h) to our Deposit Account No. 11-1410. A duplicate copy of this Petition is enclosed.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR

Dated: AUGUST 14, 2000

By: Jerry T. Sewell

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AMENDMENTS TO THE SPECIFICATION

Please replace the abstract with the following paragraph:

A mobile field service system comprises a service center that is connected to the office of a field service organization and number of customers of the field service organization via the Internet or another computer network. The service center is also connected to the mobile systems of technicians who work for the field service organization by a mobile communications system such as a wireless Internet service provider. One or more message queues may be used to increase the reliability of communications between the systems. By using such a queue, messages may not be lost and the communications can be made transparent to the user of the remote system.